

SIX FLAGS NEW ENGLAND	
SUBJECT: SAFETY AUDIT PROGRAM	SAFETY REFERENCE MANUAL
SECTION: 42	
EFFECTIVE: January 2016	SUPERSEDES: ALL PREVIOUS

PURPOSE

To provide the parks with a tool to strengthen their operation through an auditing program that ensures fairness, measurability, and accountability by evaluating key aspects of individual parks' operation using internal and external perspectives.

DEFINITION(S)

Safety Sampling Form - Audit form that is used by operations, safety, and corporate in order to objectively review individual employees' performance and, subsequently, gauge the effectiveness of the department's training and supervision.

Quality Assurance Report (QAR) - Portion of the auditing program that is performed by corporate. The review process will target the park's adherence with corporate policies and procedures, local, state and federal laws, ASTM, and corporate safety guidelines by evaluating department's adherence to corporate policies and procedures and individual attractions' level of compliance. The quality assurance audit will be performed at least once annually by corporate operations.

PROCEDURE(S)

GENERAL

- 1.01** All auditors at all levels will adhere to the guidelines reflected in this policy.
- 1.02** The operations director of each park shall have principal responsibility for ensuring their respective park's compliance with the portion of the audit policies set forth herein that apply to the operations department.

IMPLEMENTATION OF INTERNAL AUDIT

- 2.01** The internal operations auditing program will consist of a safety sampling of operator performance:
 - ◆ The **safety-sampling** portion of the auditing program will target the end result of each park's training and supervision program by evaluating its frontline employees' performance.
- 2.02** The safety sampling portion of the auditing program will be executed in the following manner:
 - ◆ Safety sampling should be conducted "under cover". The auditor should attempt to remain undetected during the time they are observing employees at work.

SIX FLAGS NEW ENGLAND	
SUBJECT: SAFETY AUDIT PROGRAM	SAFETY REFERENCE MANUAL
SECTION: 42	
EFFECTIVE: January 2016	SUPERSEDES: ALL PREVIOUS

- ◆ Each targeted individual should be observed for a discretionary period of time to fairly review work performance, for the purpose of evaluating the employee's performance as compared to the ideal corporate policies and procedures as outlined in the safety sampling form.
- ◆ In order to ensure fairness, three different perspectives will be incorporated into the format. To this end, audits will be performed by the park's operations and by other departments outside of operations, as well as from the corporate operations staff. These will take place in varying degrees of frequency.
- ◆ The frequency of the safety sampling audit will be as follows:
 - Park Operations: Minimum of two per operating day
 - Other Department: Minimum of one per operating day
 - Corporate: Annually
- ◆ Each auditor should provide feedback to the employee(s) who have been audited in the following manner:
 - Once audit is complete the auditor or appropriate operations personnel should talk to the employees observed in order to give them immediate feedback.
 - The auditor should complete a safety sampling form for each employee observed.

QUALITY ASSURANCE AUDIT

3.01 The corporate operations auditing program will consist of a quality assurance report and safety sampling of operator performance:

- ◆ The **quality assurance report** portion of the auditing program will target the park's adherence with corporate policies and procedures, local, state and federal laws, ASTM, and corporate safety guidelines by evaluating department's adherence to corporate policies and procedures and individual attractions' level of compliance. Quality assurance audits will be performed annually by corporate operations.

3.02 The quality assurance report (QAR) portion of the corporate auditing program will be executed in the following manner:

- ◆ The corporate auditor will conduct the QAR audit annually.
- ◆ Unlike the safety sampling, the QAR may be disclosed up front to the park's staff and may, in fact, require the accompaniment of a the operations director or manager in order to safely access restricted areas.
- ◆ Each targeted attraction will be inspected for the purpose of evaluating its' compliance with

SIX FLAGS NEW ENGLAND	
SUBJECT: SAFETY AUDIT PROGRAM	SAFETY REFERENCE MANUAL
SECTION: 42	
EFFECTIVE: January 2016	SUPERSEDES: ALL PREVIOUS

government, ASTM, and corporate operating policies and procedures as outlined in the QAR report.

- ◆ The corporate auditor will complete a QAR form based on first- hand observation and factual information gathered from conversations with employees and management at all levels.
- ◆ Whenever possible, photo documentation will be used as a supplement to the QAR form in order to ensure accuracy and provide realistic feedback to the parks' management.
- ◆ The corporate auditor will conduct a safety sampling at several rides/attractions using the internal auditing format. The auditor may video tape performance to provide visual feedback during exiting meeting with operations management.
- ◆ The corporate auditor will meet with the parks, operations director or manager of operations, and if necessary with the safety manager and general manager in order to review the completed QAR and safety sampling.
- ◆ Before departure, the corporate auditor will leave behind a copy of the completed QAR form as part of a complete audit package that also includes copies of the safety-sampling portion of the audit.

3.03 In the interest of providing measurable results to gauge progress, a scoring system will be applied to the corporate audit as outlined in the QAR form.

Ride Safety Audit Program - Safety & First Aid

Purpose:

To standardize the ride safety audit program throughout the Six Flags system and to create a universal training tool to assist the ride auditor in conducting a thorough audit.

Scope:

This policy applies to Safety and First Aid employees who are now mandated to perform ride safety audits on a daily basis. This program is an objective record, based upon the observations of the auditor. The auditor has no role in any post audit action that may take place. The Operations Department will handle discipline with input from Safety Manager.

Definitions:

Auditor – an employee (First Aid EMT) who is properly trained to complete a ride safety audit

Ride Safety Audit Form – a.k.a. the Operations Safety Sampling Form, this is the form that all auditors will utilize when performing a ride safety audit.

SIX FLAGS NEW ENGLAND	
SUBJECT: SAFETY AUDIT PROGRAM	SAFETY REFERENCE MANUAL
SECTION: 42	
EFFECTIVE: January 2016	SUPERSEDES: ALL PREVIOUS

Video audit – the use of a camcorder to record the actions and behaviors of the employees being observed. This should be accompanied by a written ride safety audit form, which may be completed after the tape is reviewed.

Training:

All auditors should receive training in the following areas:

- Knowledge of the ride standard operating procedures
- Techniques used to observe a ride and to obtain a relevant sampling of the actions and behaviors of the employees.
- Proper documentation on the Ride Safety Audit form
- Communication of the results of the audit
- Post audit actions

Elements of Training:

- **SOP Knowledge**
All auditors must have an understanding of the ride standard operating procedures to better understand the activity they will observe. Copies of all ride SOP's and amendments should be made available from the Operations Department.
- **Observation Techniques**
While it is not imperative that the auditor not be seen while performing the audit, the less visible auditor has a better opportunity to observe a "regular" sampling of the employees. When it is impossible for the auditor to go unnoticed, the auditor should make an effort to remain clear of the regular operations and be as unobtrusive as possible. Each targeted individual should be observed for a discretionary period of time to fairly review work performance, for the purpose of evaluating the team member's performance as compared to the ideal corporate policies and procedures as outlined in the safety sampling form. This allows the auditor to better understand the operations, and provides for a better quality sample of the employees' actions and behaviors. Other auditing techniques may include using "plainclothes" auditors or video audits.
- **Documentation**
All ride safety audits must be documented. Failure to provide written documentation of audit, with a properly completed form, is in violation of this policy. It is vital that the auditors understand the criteria for each category of the audit and document any activity, which is not compliant with the SOP, or audit form. No audit is considered complete without a Ride Supervisor's signature. An example of a ride safety audit form can be found in Appendix A, with accompanying definitions.

SIX FLAGS Safety Department Audit Policy

- The Safety Department staff (First Aid EMT's) will perform no less than **10** audits per day per team member (***First Aid Staff may be substituted with Safety Staff if applicable***).

SIX FLAGS NEW ENGLAND	
SUBJECT: SAFETY AUDIT PROGRAM	SAFETY REFERENCE MANUAL
SECTION: 42	
EFFECTIVE: January 2016	SUPERSEDES: ALL PREVIOUS

- Upon completion of the audit, the Rides Division Supervisor will be notified of any critical deficiencies noted in the audit.
- All completed audits will be returned to the Safety Department for record retention purposes.
- The auditor will make no judgment as to discipline for any actions documented in the audit.
- The dissemination of any video audits performed will depend upon the available technology for each Department.

SIX FLAGS NEW ENGLAND	
SUBJECT: SAFETY AUDIT PROGRAM	SAFETY REFERENCE MANUAL
SECTION: 42	
EFFECTIVE: January 2016	SUPERSEDES: ALL PREVIOUS



Attraction:	
Auditor:	
Team Member:	
Date:	Time:

___ Panel Operator
 ___ Single Ride Operator
 ___ Ride Attendant
 ___ Entrance Attendant

Operations Safety Sampling 2015

1) BEHAVIOR SAMPLING	YES	NO	N/A
A) Physically checks and strictly enforces height requirement of the ride Height stick should always be in hand, end of height stick should be angled so as not to injure passing guests, physically checks every guest height even those that are clearly over the height requirement, does not permit guests who are under the height requirement onto the ride.			
B) Enforces all rider policies (shirts and shoes worn, loose articles secure, etc) Att./Op. should be visually scanning the guests as they wait in line, as they are boarding, and while checking restraints. Should proactively inform guests of all rider restrictions, I.e. casts, loose article policies, shoes, shorts			
C) Assists riders in loading and unloading as necessary (operator visually ensures) Directs guests to proper row or seat. Also assists guests with buckling/unbuckling seatbelts or restraints. Assists with ADA guests as necessary.			
D) Checks for rider posture and proper seating arrangement (Guests evenly distributed on ride) Guests are sitting upright, feet flat on the floor. Balancing of the ride.			
E) Physically tests all restraints (pushing down and pulling up, operator visually ensures) Firmly pushes the restraint to down most position and pulls up to ensure the restraint is locked, including empty seats. Physically pulls on seatbelts to ensure they are snug across the body or properly secured as a secondary restraint.			
F) Communicates proper safety spiels and rider information Depresses automated spiel or verbally delivers spiel using P.A.			
G) Closes and secures entrance and exit gates Physically pushes and pulls on all necessary entrance and exit gates to ensure they are properly closed and locked.			
H) Performs visual scan of ride area to verify that the ride area is clear prior to dispatch Final visual check of the ride area prior to dispatch. Ensure that ride area is clear of guests, team members are in proper safety zones, loose articles are in appropriate place. Final visual check of guests on the ride and restraints are secure.			
I) Displays and acknowledges hand signals Crisp and sharp hand signals, very high and visible "All Clear", "Lock/Unlock Restraints", etc. Returns hand signals when necessary.			

SIX FLAGS NEW ENGLAND	
SUBJECT: SAFETY AUDIT PROGRAM	SAFETY REFERENCE MANUAL
SECTION: 42	
EFFECTIVE: January 2016	SUPERSEDES: ALL PREVIOUS

- J) Remains in safety area during ride operation
Att./Op. does not leave designated safety zone until the ride is at a complete stop and in the normal load/unload position.
- K) Visually scans operation of attraction at all times while ride is in motion
Continuously watches the ride during the entire cycle. Look, listening, smelling for anything unusual, any type of restraint issue, guests wanting to get off the ride.
- L) Maintains mature and professional image while on duty (no horseplay)
Att./Op. must be sitting/standing in a professional posture. No slouching, leaning on railing, chewing gum.
- M) Minimizes extraneous conversations and remains focused on tasks
Att./Op. should not be talking to each other unless necessary. Passing team members should not distract team members working the ride. Should minimize conversation with other guests to load/unload time, not during cycle time.
- N) Communicates safety information to the Guests in a polite yet assertive fashion
Should communicate in professional manner at all times, including stressful situations.
- O) Uniform worn to ensure Team Member safety (hair pulled back, proper footwear, etc)
Team members must be in grooming guidelines, shirt tucked in, appropriate sized clothing, shoelaces tied.

2) FACILITY SAMPLING	YES	NO	N/A
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- A) Height sticks and measuring devices are in place and accurate
- B) All rider policy signage in good condition
- C) Perimeter fencing, entrance, and exit gates are functioning and in good condition.
- D) Proper supply of drinking water and cups available for Team Member at attraction
- E) Safety Checklist is completed and authorized by a Supervisor's signature
- F) SOP for attraction present at Operator booth
- G) Safety area is clearly marked
- H) Communication device for initiating emergency response is present (phone, whistle, radio)
- I) Emergency number clearly marked on all phones
- J) Fire extinguishers charged and in place
- K) Personal Protection Equipment present and available for Team Member at attraction
- L) Work area is clean and orderly (ride platform and operator's booth is clean and clear of debris)

3) ADMINISTRATIVE	YES	NO	N/A
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- A) All training documentation is completed and filed properly
- B) Person has scored at least a 90% on written test for the specific attraction
- C) Person's certification card is accurate and updated for the specific attraction

SIX FLAGS NEW ENGLAND	
SUBJECT: SAFETY AUDIT PROGRAM	SAFETY REFERENCE MANUAL
SECTION: 42	
EFFECTIVE: January 2016	SUPERSEDES: ALL PREVIOUS

CORRECTIVE STEPS:

Briefly describe corrective action necessary for Team

Member/Attraction

"No" in any of the above categories requires immediate corrective action and a supervisor's signature

Supervisor Signature: _____

Team Member

Signature: _____

Auditor

Signature: _____ Date: _____

SIX FLAGS NEW ENGLAND - RIDES 2003									
TRAINER									X
BIG APPLE	O							A	O
FLYING ACES	O							O	BATMAN
HONEY SWINGS	O							A	O
CHAS	O							A	O
MIND ERASER	O	A						O	TEACUPS A
SPIDER	O	A						A	O
ANTIQUES CARS	L	U						A	BUNYAN'S
CHUCK WAGON	O							O	TEA PARTY
BUZZSAW	O	A						A	O
B-BUGGYS	O							O	KONTIKI
WAVESWINGER	O							O	WAVESWINGER
TWISTER	O	A						A	O
THUNDERBOLT	O	A						A	O
SHIPWRECK	O	A						A	O
STAMPEDE	O	A						O	STAMPEDE
RODEO	O	A						O	RODEO
GREAT CHASE	O	A						O	GREAT CHASE
SKYRIDE	O							A	O
CLUBHOUSE	O							O	CLUBHOUSE
FLASHBACK	O	A						A	O
NIGHTWING	O	A						A	O
ANIMATION DPT	O	A						O	ANIMATION DPT
MARVINS	O							O	MARVINS
SPEEDTRAP	O							O	SPEEDTRAP
POISON IVY'S	O							A	O
SKYCOASTER	O	A						SC	SKYCOASTER
EUROBUNGEE	C	AC	FS					A	O
ROCKWALL	O	A						A	O
GENERAL CERT	X								

